

TOP TIPS FOR WORKING FROM HOME



LIKE A PRO!

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OVERVIEW

The current pandemic is a unique experience for all of us. On top of that we are working from home which for many is another new experience. It'll take time for this new way of working to bed in. To ease you into this transition and ensure you're working healthily and safely, some homeworking tips have been prepared for those who are new to it and also for colleagues who work from home regularly but are looking for a bit of a refresher. Please also view [Homeworking Guidance](#).



MAKING HOMEWORKING WORK FOR YOU AND YOUR TEAM



MAINTAIN A DAILY STRUCTURE

- To stay focused on your work, try to adopt 'working practices' while at home or working remotely. Continue your regular daily routines and working hours. Set up a dedicated work space if you can. This could be a spare room or kitchen table. Get dressed (don't wear your pyjamas all day) and do the things you'd do on a normal work day - this helps your mind get into the right space.

- Make a list of your tasks and prioritise them each day. Don't panic if you don't get them all done - we are all adjusting to new challenges - re-prioritise again tomorrow.
- Diarise a weekly check in with your line manager where you can cover off the questions you might usually ask in person throughout the day.
- Connect in with your team daily if possible (or at least weekly) preferably via a video call where you all attend if you can.
- Check in regularly to [PKCStaff.org](https://www.pkstaff.org) for all the latest bulletins to keep you in the loop. View the Health & Wellbeing link too for top hints, tips and websites.
- Remember to ask 'How are you?' to your colleagues. This period will put a strain on many so looking after our mental health is crucial.

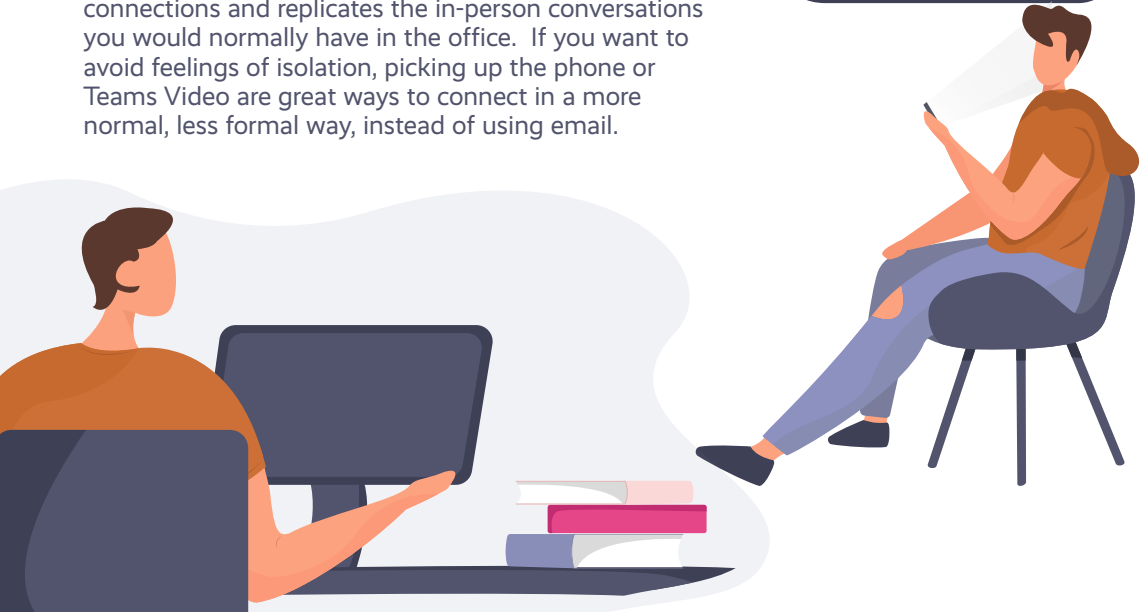


TIPS ON VIRTUAL COMMUNICATION

Use real-time collaboration apps. Many of us are using Microsoft Teams. If possible use your own device to connect with others in a less formal way, keeping the network free for critical work. If you need help to use digital technology contact pkcdigital@pkc.gov.uk

KEEP UP PERSONAL CONTACT

Talking in person and or seeing each other live retains connections and replicates the in-person conversations you would normally have in the office. If you want to avoid feelings of isolation, picking up the phone or Teams Video are great ways to connect in a more normal, less formal way, instead of using email.



KNOW WHEN TO STEP AWAY FROM YOUR DESK

Take a break from your screen regularly throughout the day. Stand up and stretch. Recharge with a cold glass of water. Ensure you have regular tea/coffee breaks and take time out for your lunch.



HOW TO AVOID ISOLATION

- Schedule time to let off steam together, virtually. Stimulation and contact are basic needs for motivation.
- How about scheduling a 'coffee break chat' via Teams video link, joining other colleagues to talk about all those work and non-work related things you would normally chat about?
- What about a quiz night from the comfort and safety of your own home? Delegate a Question Master (rotate around the team each time) and have some fun, your household can join in too it's a real energy booster - just organise your drinks and snacks and you're good to go.

LONE WORKING

Some of you may be leaving the work or home environment to work in the community. Updated guidance has been developed for you in the [Lone Working Toolbox](#).

HEALTH & WELLBEING

Your health and wellbeing is always important, now more so than ever. Take a moment to read this short [Health & Wellbeing Newsletter](#) with helpful hints, tips and resources to support you.



HONOUR END OF WORK TIME

Working remotely can make it hard to set boundaries between work and home. When the day is done, close your laptop and walk away. It's important to maintain a healthy work/life balance. You might need to set your phone alarm as a reminder to log off!





KEEP IT SECURE

Remember, it's important that all data, equipment and documents are kept secure at all times.

SETTING UP YOUR WORKSTATION AT HOME

HSE have provided a useful video clip.



After you've set up your work station, please use this [checklist](#) to make sure you're good to go.



CONNECTING TO COUNCIL NETWORKS

HOW DO I CONNECT?

DIRECT ACCESS



GLOBAL PROTECT



UYOD Use Your Own Device

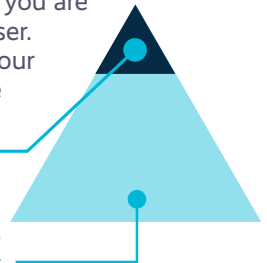


VDI Virtual Desktop Infrastructure



CRITICAL USERS

Critical Users are described as those ensuring that the core functions of the Council are maintained. This includes the three command levels (Gold, Silver and Bronze). You should be aware if you are considered a Critical User. If not, please contact your Line Manager for more information.



EVERYONE ELSE

Staff who are working from home and who are not considered Critical Users should be connecting via UYOD or VDI. If this is not possible, staff should avoid connecting to Direct Access or Global Protect during peak times (8.30 am - 4.30 pm).

CAN'T I JUST USE DIRECT ACCESS?

In the initial days of staff being advised to work from home, there were a record number of connections to Direct Access. Our infrastructure is used to handling approximately one third of the connections it experienced in the week beginning 23 March. This meant that those who needed to connect could not find an opening, and those already connected experienced noticeable delays and disconnections. We therefore need to limit the amount of connections to Direct Access.

**Direct Access between 8.30 am and 4.30 pm
is for Critical Users only**

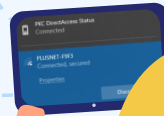


HOW DOES DIRECT ACCESS WORK?

When you are connected to a secure internet connection and WiFi is activated on your PKC device, you will automatically begin connecting to Direct Access.

It is important to remember that when you lock or log off your machine, the connection to Direct Access remains active - you are still connected to the internet.

If you are connected to Direct Access, before you log off your device, be sure to enable 'Flight Mode'. This will disable your device's ability to connect to WiFi thus freeing up a connection for other users.



HOW DO I CONNECT USING:

GLOBAL PROTECT



If you are a Critical User, you can connect using Global Protect. To do this you should navigate to the Software Centre and check if GP is installed. If not, click the icon 'SCCM Update' on your desktop. Once the installation has completed, contact IT for further instructions.

UYOD Use Your Own Device



To connect to Council networks using your own device, please log a call in the self-service portal. You will receive a notification once your number has been added and you will then be able to use 2-factor authentication to access **eric** and other Council resources.

VDI Virtual Desktop Infrastructure



To connect to a simulated desktop with full access to Council resources you will need to be added to the VDI user list. To do this contact IT. Once you have been added, please follow the instructions covering how to connect to VDI on your personal laptop or dektop.

Please contact IT using the [Self Service Portal](#) or call the Technical Support Helpdesk on **01738 476677 option 1**

For further information check out [Getting Connected at Home](#)



WHILE WORKING CONNECTED REMOTELY

Actions performed while connected remotely to the Council network uses valuable bandwidth and puts a strain on the systems we have in place. For those reasons, you are asked to be considerate when working remotely. Here's an overview of the kind of things you should and shouldn't be doing over the remote connection.



YES, GO FOR IT!

Locking in and out

Checking updates on *eric*

Accessing documents on Sharepoint

Emailing colleagues in Outlook

Chatting on Teams

Attending audio/video meetings

NO, PLEASE DON'T!

Streaming (Netflix etc)

Performing large updates

Downloading large files (100MB+)

Online gaming

Video calls to individuals not related to PKC